

Protecting your business from ever-evolving threats

Introduction

Securing the network is one of the most challenging tasks that your IT team undertakes. Installing a firewall and some anti-virus software used to be sufficient to keep your information safe from hackers, but threats have now evolved dramatically. Many attacks pass straight through traditional defences, for example by masquerading as legitimate web applications.

What used to be best practice is no longer good enough. Hackers are far more sophisticated than they used to be, so whilst firewalls and anti-virus software are still necessary, they are no longer sufficient.

Managing this complexity can clearly affect your business, by leading to unpredictable costs, placing unwanted strain on your staff, or disrupting your normal business operations, irrespective of the size of your organisation.

Benefits

Damovo's Managed Security Services are designed to help with these issues, by combining suitable technology and ITIL-based support processes to address the challenges in securing your business, including:

- Avoidance of new security attacks
- Falling budgets
- Too little specialised expertise
- Increasing demand to secure more complex applications

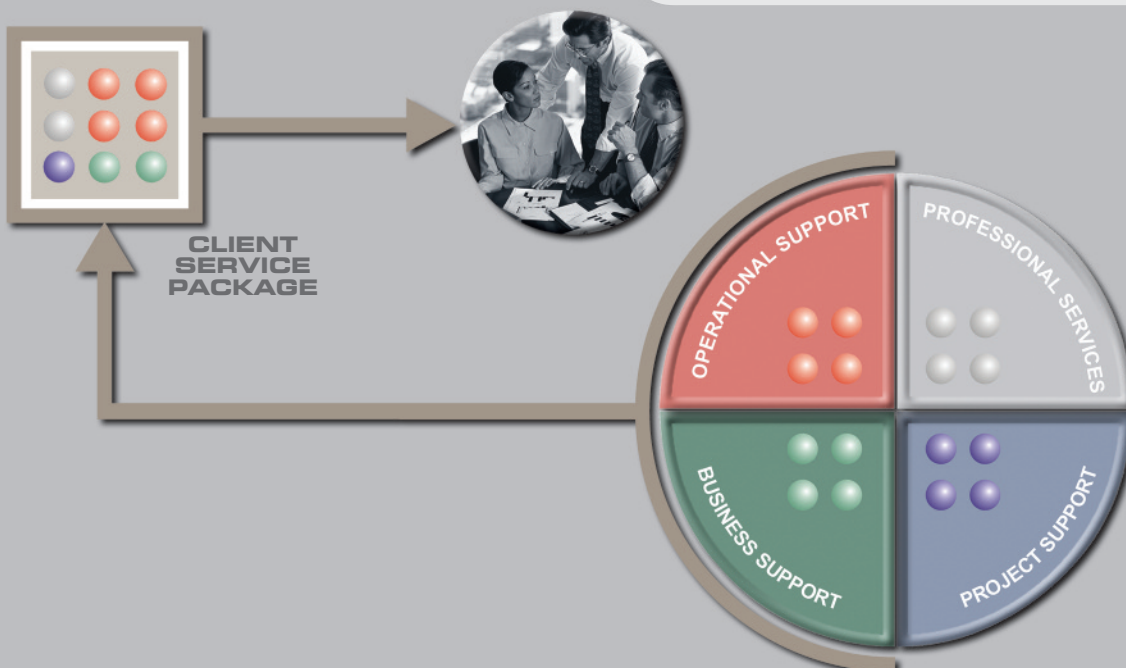
Features

Managed Services

Much confusion centres on the term 'managed service'. For our clients it simply means a tailored service package comprising multiple services geared to a specific business need or benefit, underpinned by a contract and comprehensive Service Level Agreement (SLA).

Damovo's Managed Security Services are part of the Damovo 360 portfolio, and can either be delivered as individual, stand-alone service elements or, more commonly, combined with other services to form a bespoke service package.

Stand-alone or packaged services helping you secure your business



MANAGED SECURITY SERVICES

Managed Security Monitoring

Damovo will monitor your security systems 24 hours a day and important events such as unauthorised behaviour, hacking attempts and detected virus outbreaks are logged and incident tickets are raised as appropriate. Our response times are flexible to match your business requirements.

Security Systems Management

Management services upgrade and support the security hardware and software, and include performing configuration changes as well as correcting any faults that affect your systems. Some or all of the following product types may fall within the scope of Damovo's Managed Security Services:

- Firewall
- Virtual Private Network (VPN) access and authentication
- Intrusion Detection and Prevention
- Web content filtering
- Anti-spam
- Endpoint protection

Vulnerability and Penetration testing

Damovo's management systems can scan your networking and IT infrastructure to discover new systems, or missing patches and service packs, and recommend corrective action to avoid any discovered vulnerabilities from being exploited.

In addition, we work with highly accredited partners to be able to deliver a flexible range of network and IT penetration testing services. Our chosen partner organisations are CHECK accredited and can therefore work to the high information assurance standards required by Her Majesty's Government (HMG).

Reporting and review

Reporting on the above systems is delivered by a variety of tools depending on which systems are being managed and your organisation's requirements. Reports and dashboards are also available online.

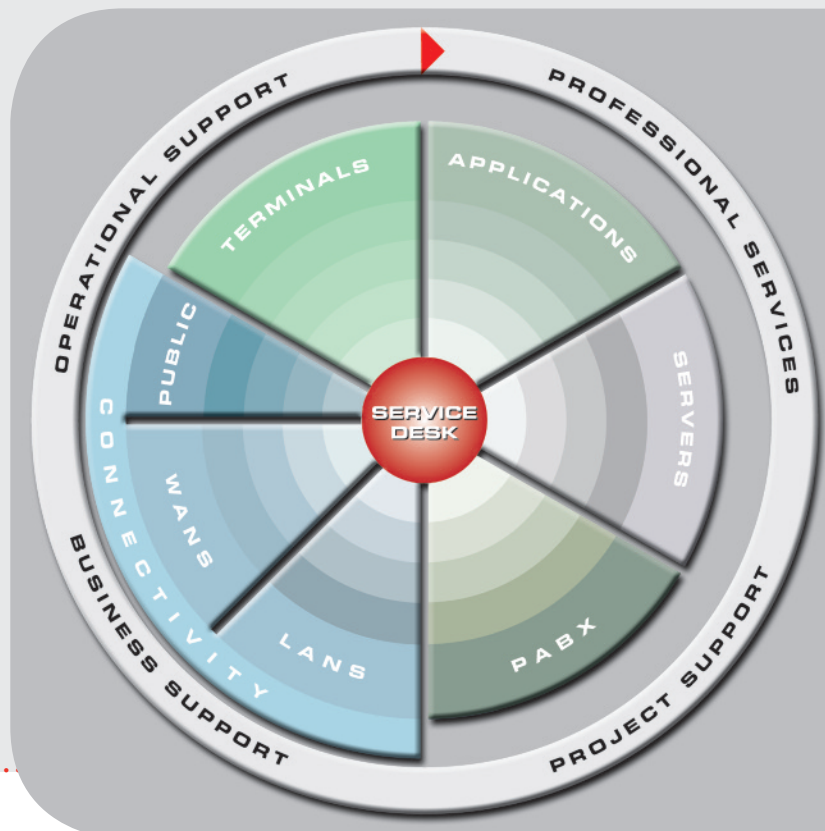
Additionally, reports can be packaged into regular updates to be delivered weekly, monthly or quarterly and can be combined with detailed service reviews should this be desirable.

What is Damovo 360?

Damovo 360 is a complete range of services to assist mid-sized businesses and larger corporates with the development and support of their systems, with a clear focus on business needs.

The portfolio consists of a family of services developed especially to address the needs of today's businesses, delivering help with small or large scale project deployment, operational support, professional services and business support services.

As an example, within the support arena, being able to monitor and display the level of performance of a business system, simply monitoring how well a collection of ICT equipment is working is rarely the best way to do this. Service should be measured in business terms, which is the cornerstone of the Damovo 360 principles.



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